

NAAS Closed CRs
Week of September 22, 2006-September 27, 2006

Ticket Number	Submitted by:	Center	Summary	Assigned to	Type	Status
HD 5712	Khrista White	GSFC	Research 5 NAAS issues	James Hylton	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement per M. McCann
HD 5725	Khrista White	GSFC	Call Letter and Calendar ICON not working on NAAS.	Tim Parker	In work	Deleted call letter icon, and calendar is now working. Will close
HD 5822	Karen Ridlon	LARC	Center is not able to deduct funds for Other Federal Agency employee awards	James Hylton	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement per M. McCann
HD 5902	Khrista White	GSFC	Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.	Bill Sloan	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement per M. McCann
HD 5935	Karen Ridlon	LARC	Center is not able to deduct funds for Other Federal Agency employee awards	James Hylton	Future	Closed as duplicate of Case #5822
HD 5938	Karen Ridlon	LARC	Center Awards Officers need to be able to see TOA hours listed in the Status Screen before approving. Going to edit for each award is time consuming.	James Hylton	Future	Closed as of 8/22/06. Added to list for consideration as future enhancement per M. McCann
HD 5939	Robert Usey	NSSC	THE AWARD SYSTEM IS PUTTING DUPLICATE ROWS IN THE FPPS DAT FILE	Bill Sloan	Break-fix	KSC was able to duplicate the problem by having two Center Awards Officers for the same center working on the same award in the Status screen (and not updating the status screen). Code changes have been made to fix this issue (CR 10163), and the code changes were placed into production on 8/23. Leaving the ticket open, however, since there is another way to introduce duplicates into the system. Another way that this can happen is if the user double clicks the submit button. A single click is what is needed. Until the code is fixed so that double clicking the submit button does not submit records, NSSC is hand editing this file daily before sending it.
HD 6027	Craig Hegemann	GSFC	WHEN EDITTING THE APPROVER INFORMATION THE NAAS SYSTEM TOOK DOUBLE THE AMOUNT OF MONEY FOR THE AWARD FROM THE BUDGET.	Bill Sloan Mike Wasmer	Break-fix	Code changes were placed into production on 8/23 to fix this issue. This ticket will be closed.

HD 6246	XYNIQUE R. SIMS	GRC	CUSTOMER SENT THE FOLLOWING E-MAIL NOTIFICATION OF NAAS TRAINING TENTATIVELY SCHEDULED FOR 8/28-9/15/2006	Jim Seal	Information	Closed.
HD 6250	SANDRA S. EVANS	DRFC	CUSTOMER STATED WHEN SHE ENTERS AWARDS IN THE SYSTEM THE E-MAILS THAT ARE BEING GENERATED ARE NOT GOING TO THE PERSON WHO THEY ARE ATTENDED FOR ARE BEING MIS DIRECTED AND THEY ARE ALL COMING TO HER.			System is designed to send email to the individual who enters award into the system. A future enhancement has been identified to send email to additional personnel. Will check with submitter to clarify. Will be closed. Has been added to list for consideration as future enhancement per M. McCann
HD 6276	KHRISTA N. WHITE	GSFC	Search Results: does not differentiate between rejected & approved actions.	James Hylton	Future	Future - similar to 6525 & 6366 Will be added to list for consideration as future enhancement per M. McCann
HD 6313	DIANN L. HARWOOD	GSFC	ERROR MESSAGE "ERROR CONNECTING TO NOPS DATA BASE"		Break-fix	If anything is going on with NOPS, this error occurs. Will close as an isolated incident.
HD 6366	KHRISTA N. WHITE	GSFC	Need to label award status - rejected or approved	James Hylton	Future	Future - similar to 6525 & 6276 Will be added to list for consideration as future enhancement per M. McCann
HD 6388	TERESA R. WENGER	MSFC	Remarks Codes causing HR to edit each Award action in FPPS	James Hylton	Future	Added to list for consideration as future enhancement per M. McCann. Will likely close.
HD 6525	KAREN E. RIDLON	LaRC	2 requests - 1) added column showing award status and 2) add notice upon award rejection.	James Hylton	Future	Future - similar to 6366 & 6276 Will be added to list for consideration as future enhancement per M. McCann
HD 6614	KAREN E. RIDLON	LaRC	Customer wants advanced reporting capabilities.	James Hylton	Future	Future - similar 6625 Will be added to list for consideration as future enhancement per M. McCann
HD 6617	JANNETTE L. BLACK	HQ	System is showing the user duplicate approvers.	Robert Usey	Break-fix	Closed
HD 6625	TERESA GOMEZ	JSC	Customer wants enhanced reporting capability - ability to report on any field	James Hylton	Future	Future similar 6614 Will be added to list for consideration as future enhancement per M. McCann
HD 6776	KAREN E. RIDLON	LaRC	AN ORGANIZATIONAL AWARDS OFFICER ENTERED SEVERAL		Future	Same issue as 6250.

			AWARDS, USING HER NAME AND EMAIL ADDRESS AS THE NOMINATOR. THE AWARDS HAVE BEEN FINALIZED BY THE CENTER AWARDS OFFICER, BUT THE ORGANIZATIONAL AWARDS OFFICER WHO INITIATED THE AWARDS HAS NOT RECEIVED THE FINAL EMAIL NOTIFICATION FOR THE FOLLOWING INDIVIDUALS: JAMES ADKINS, ROBERT HARRIS, AND WALTER ENGELUND.			NSSC Contacted Karen Ridlon about this and it is a process issue, as are many of the other reported email problems. Will this to the list for consideration in future versions.
HD 6802	ALLISON N. THEBEAU	JSC	Allison is trying to zero out all her budgets so she can set them properly before they start nominations. She was successful with all but one. On the Org. Budget Admin. tab AH111 has a budget of 200 and a balance of 0. When she tries to zero out the budget she gets an error message that it will cause the balance to drop below zero. This usually happens when there are nominations attached to this org. code. JSC has not submitted any awards so they should not be getting this message.		Break-fix	Data issue. Will correct in database.
HD 6981	ERIC L. EVERTON	LaRC	CUSTOMER HAVING PROBLEMS LOGGING ON TO NAAS	Jeremy Gross		Customer was informed that NAAS does not currently have the ability to pass certain special characters such as %, #, &, + to WebTADS in order to authenticate. Customer changed his password in WebTADS (removing these special characters from his password) and was able to successfully log into NAAS.
HD 7022	ALLISON N. THEBEAU	JSC	We cannot pull up employee names on the Nomination screen, it says there is an error connecting with NOPS. Please resolve, this creates a work stoppage.	Jeremy Gross	Break-fix	Customer no longer having problems. More than likely, there was a temporary connection problem between NAAS at NSSC and NOPS at JSC which provides the personnel data that is displayed on the NAAS drop-downs.
HD 7069	LYNETTE I. FORSMAN	ARC	-----Original Message----- From: Lynette Raburn [mailto:lraburn@mail.arc.nasa.gov] Sent: Thursday, August 24, 2006 9:48 AM To: nssc-contactcenter@nasa.gov Subject: NAAS Nominator		Future	Future

			<p>Information Subpage</p> <p>We would like to request having the Nominator Information subpage automatically populate the "Last Name, First Name and Email" fields with the Nominator's information. It is time consuming for the Nominator to input their information for every action they process especially when they have to process hundreds of awards at a time. We received many comments regarding this issue during our training here at our center wondering why it doesn't automatically populate this information.</p> <p>Thanks, Lynette</p>			
HD 7295	JAMES H. DAVIS	KSC				
HD 7180	JEANIE M. FREDERICK	SSC	<p>8/25/2006 3:11:28 PM NS000102 CUSTOMER CALLED TO REPORT A PROBLEM WITH THE NAAS SYSTEM. SHE STATED THAT SHE IS THE AWARD OFFICER AND ON WEDNESDAY SHE REJECTED SOME AWARDS IN THE SYSTEM AND SHE DID NOT GET THE MONEY BACK. I TOLD HER I WOULD ELEVATE FOR RESEARCH AND RESOLUTION.</p>		Break-fix	<p>After research, DBA found that this user had done a draft of the award prior to our 8/23 update that was to correct problems like this, but then actually submitted it after the update. The system did not handle that situation. DBA contacted the user and walked her through the problem. Talked to Jeanie and explained the bug problems. She says we can close the ticket.</p>
HD 5898	Khrista White	GSFC	<p>Edit Nomination: When nomination is edited by Awards Officer, then sent back through for routing, the reviewers/approvers do not receive an e-mail to select the link to approve/review.</p>		Future	<p>This is how the system is currently designed. This was added to the list of potential future enhancements to consider, per Mike McCann. We can close this ticket.</p>
HD 6387	TERESA R. WENGER	MSFC	<p>SOME OF THE RECORDS THAT ARE COMING FROM NAAS TO THE FPPS FILE ARE BEING STOPPED FROM TRANSMISSION TO FPPS FOR PROCESSING</p>		Break-fix	<p>Until there is some sort of validation occurring against the .dat or the database for duplicate entries (when the awards officer is trying to enter it), then this will remain a problem. They are considered duplicates when SSN/NOAC/Effective date are the same for more than one entry. With this in mind, this has been identified as a future enhancement and added to the list for</p>

						consideration. Therefore closing this CR. J. Seal
HD 6560	JANNETTE L. BLACK	HQ	Customer errors and then clicks through pop-up error boxes, all drop down information disappears off the screen must start over again.		Break-fix	This issue was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well. J. Seal
HD 6563	JANNETTE L. BLACK	HQ	Customer reported an error where her drop down center list has no entries		Break-fix	This issue was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well. J. Seal
HD 6711	JANNETTE L. BLACK	HQ	CUSTOMER STATES THAT THE CENTER AWARDS OFFICER DELETED THREE APPROVERS AND CONFIRMED DELETION. CUSTOMER LOGGED ONTO SYSTEM A FEW MINUTES LATER AND THE APPROVERS APPEARED TO BE RECREATED.			Received the following response from the user in regards to the previous inquiry. Changing status to resolved. J. Seal ----- From: Black, Jannette L. (HQ-LD105) Sent: Tuesday, September 12, 2006 12:52 PM To: Seal, Jim E. (NSSC)[CSC] Subject: RE: NAAS Trouble Report - HD 6711 Hi! I just went in under Approver Admin and it appears that this has been resolved.... Thanks so much! Jannette
HD 6712	CYNTHIA L. KIRKPATRICK	KSC	1-In NAAS the center name does not get populated (on any screen) and there are no centers in the drop down selection. Screen must be refreshed. 2- On-the-Spot Awards: The status screen says 0 in the amount column. Is this being fixed? 3- Center Awards Officer Status Page: the Items to Finalize area is too far down for the drag and drop to work.			Issue #1 was fixed by a hardware configuration on the server NIC. The issues was corrected approximately 2 weeks ago, but I have left this open to ensure that no one else experienced any related issues. Raised the question to the working group during the weekly telecon on 9/7 and everyone said they are no longer experiencing this problem. There are several other tickets related to this issue, and I will be changing their status to resolved as well. J. Seal
HD 6797	KAREN E. RIDLON	LaRC	MS. RIDLON CALLED BECAUSE SHE WAS GETTING E-MAIL NOTIFICATIONS BEFORE AND			I have spoken with K. Ridlon on numerous occasions. We have resolve the issues with the emails that she said she has not been getting, I have gotten several names from her of nominees

			<p>SUDDENLY SHE HAS STOPPED GETTING THE NOTIFICATIONS. THIS IS A PROBLEM.</p> <p>AFTER CHECKING WITH DENA FRIERSON, SHE STATED THAT THEY WERE HAVING AN ISSUE WITH THIS PROBLEM, AND THEY ARE WORKING ON THE SYSTEM TO CORRECT, BUT THAT WE WOULD CONTACT MS. RIDLON ONCE SOME RESEARCH WAS COMPLETE AND WE WERE SURE IT WAS THE SAME ISSUE.</p>			<p>and the reason that she had not gotten any emails on the nominess is because she is the not the initiator of the awards. The problem seems to be more of a user error than a system error.</p> <p>9/11/2006 5:23:19 PM NS000100 Sent Tosin the following email:</p> <hr/> <p>From: Noel, Kellie M. (NSSC)[CSC] Sent: Monday, September 11, 2006 5:20 PM To: Fadeyi, Tosin S. (NSSC)[CSC] Subject: Help Desk Case #HD00000000006797</p> <p>Hi Tosin,</p> <p>It appears in the notes that this case may be resolved. If so can you update the status?</p> <p>Thanks!</p> <p>Kellie</p> <p>9/12/2006 11:28:47 AM NS000337 spoke with client yesterday and client is satisfied with the resolution of the issue.</p>
HD 7014	JANNETTE L. BLACK	HQ	ERROR ON THE NOMINATE SCREEN IN NAAS.		Break-fix	<p>The problem was addressed by the developer who developed the system. This sounds more like a user error than a system error. This issue is resolved the user was finally able to make nominations.</p>
HD 7315	JANNETTE L. BLACK	HQ	<p>CUSTOMER HAS INFORMATION THAT IS NOT CORRECTLY SHOWING IN NAAS;</p> <p>We have 2 Kimberly Butlers at NASA HQs and they are displaying in NAAS with different orgs, but the same phone number and email information.</p>	Tosin Fadeyi		<p>The duplicate information can not be corrected in the NAAS database. This information is stored in the NOPS database. This issue will have to be redirected to them.</p> <p>9/11/2006 5:27:18 PM NS000100 Sent the following email for an update:</p> <hr/> <p>From: Noel, Kellie M. (NSSC)[CSC] Sent: Monday, September 11, 2006 5:24 PM To: Fadeyi, Tosin S. (NSSC)[CSC] Subject: Help Desk Case #HD00000000007315</p> <p>Hi Tosin,</p> <p>Sorry for the many emails however I am going through all of our open IT cases and looking for recent updates. Thanks for being</p>

						<p>patient. What is the next step on the attached case?</p> <p>Kellie</p> <p>9/12/2006 11:26:12 AM NS000337 this issue was resolved the problem is not in our system but in NOPS database.</p>
HD 7306	ALLISON N. THEBEAU	JSC	<p>1) When an org nominates someone for a monetary award, the amount is not subtracted from their budget, even though it appears on the ledger.</p> <p>2) Frequently have to navigate in and out of nomination screen to get a workable page, Error message comes up: "The parameter CENTERID to function getCenterBalance is required but was not passed in"</p> <p>3) Once an org submits a nomination, the screen goes back to N/A listed in the org menu and the balance shows the Center balance...this is a big issue. This means that anyone who puts in a nomination can see the Center's award balance...could really create some problems down the road</p>	ROBERT D. USEY	Closed	<p>8/31/2006 11:16:44 AM NS000115 Problem 2 has been fixed on 8/23 and customer is no longer experiencing problem.</p> <p>Problem 1 was caused from the draft issue. Customer will manually fix their budget.</p> <p>Problem 3 is a new issue and customer will submit a new ticket with more details.</p> <p>9/14/2006 9:02:19 AM NS000115 Problem was resolved through a patch.</p> <p>9/15/2006 4:21:34 PM NS000100 QA complete. Case closed. KNoel</p> <p>.</p>
HD 7834	XYNIQUE R. SIMS	GRC	<p>9/8/2006 1:42:27 PM NS000180 The Description of this case is: XYNIQUE SIMS HAS RECEIVED ERROR MESSAGE WHEN SUBMITTING MONETARY AWARDS IN NAAS TEST SITE DURING TRAINING. THE ERROR STATES THE BUDGET HAS BEEN EXHAUSTED BUT WHEN SHE CHECKS THE BUDGET THERE IS STILL A BALANCE. SHE ALSO NOTICED THAT WHEN SHE WENT INTO THE PRODUCTION SITE, THERE WERE TWO AWARDS IN THE PRODUCTION SITE THAT WERE CREATED IN THE TEST SITE. SHE WOULD LIKE TO</p>	Katherine Frierson	Closed	<p>9/13/2006 2:49:52 PM NS000325 I spoke to Xynique yesterday. She was concerned she had training today and wanted to know if the system would allow her to nominate monetary awards. When I tested the system everything went fine. She said all went well for her training today as well. helped her delete/reject the two drafts that showed up in prod.</p> <p>9/14/2006 11:43:55 AM NS000180 QA COMPLETE. CASE CLOSED. KMINA</p> <p>9/14/2006 3:58:19 PM NS000361 In the weekly NAAS Telecon this morning, Ms. Sims inquired as to why this ticket was not included on the IT open/closed error report. I looked the ticket up and reviewed this activity log and then sent her the following email:</p> <p>-----</p>

			KNOW HOW TO GET RID OF THESE AWARDS SINCE THEY WERE SUPPOSE TO ONLY BE FOR TESTING.			<p>From: Seal, Jim E. (NSSC)[CSC] Sent: Thursday, September 14, 2006 3:44 PM To: Sims, Xynique R. (GRC-CFA0) Cc: Pultz, Linda L. (HQ-LE060); McCann, Michael (NSSC-XD0) Subject: Help Desk Case 7834</p> <p>Hi Xynique,</p> <p>In reference to the Help Desk Case 7834 you submitted on the September 8 and asked about in this morning's NAAS telecon, I did some research. In looking at your case, it was with us in IT for a short time, but was passed back to our HR helpdesk, who according to the activity log worked with you and resolved the issue. The ticket was then closed out. We typically do not re-open tickets on the open and closed issue lists that are being worked by HR or have been resolved by HR, so that's why it didn't show up on the lists this morning. If your issue had been determined to be a software error, it would have then been reassigned to IT and included on the list.</p> <p>If this ticket was closed in error and you still require support, please let me know and I will reopen the ticket and get with you on reaching a resolution.</p> <p>Thanks,</p> <p>Jim Seal</p>
HD 8051	KAREN C. JOHNSON	MSFC	<p>9/12/2006 4:08:59 PM NS000180 The Description of this case is: MS. JOHNSON SENT IN AN E-MAIL REGARDING DIFFICULTY ACCESSING NAAS.</p> <p>9/12/2006 4:11:30 PM NS000180 THE FOLLOWING E-MAIL RECEIVED:</p> <p>----- ----- From: Johnson, Karen [mailto:Karen.C.Johnson@nasa.gov] Sent: Tuesday, September 12, 2006 3:26 PM To: nssc-contactcenter@nasa.gov Subject: NAAS access</p>	KATHERINE FRIERSON	Work in Progress	<p>9/13/2006 11:54:57 AM NS000325 I have confirmed with Ms. Johnson and WebTADS the user ID she is using is correct and her password does not contain any special characters. She has a role in NAAS and is active. I suggested she change her password in WebTADS. I asked her to give me a call once she has done this.</p> <p>9/14/2006 1:26:37 PM NS000325 Ms. Johnson changed her password in WebTADS and still cannot log in to NAAS. Mike McCann is working with Linda and Karen on this issue. Message below is from Mike to Linda and Karen:</p> <p>Linda and Karen, Same issue as below for Karen...she was set in NAAS to sign in from Ames - so she got a reject from Webtads...again the issue with multiple centers for a "center-specific" designed role will cause problems like this. If there is a reason to have access across t</p>

			<p>Contact Center,</p> <p>I believe that I have Agency access to NAAS (NASA Agency Award System).</p> <p>However, when I try to login https://naas.nasa.gov/ using by WebTADS user Id and password, I get the message that WebTADS login failure, login unsuccessful.</p> <p>I receive NAAS messages such as the one attached above</p> <p>My user id and password are correct for logging in WebTADS. I am using case sensitive.</p> <p>(REMOVED USER ID AND PASSWORD FROM COPIED E-MAIL FOR SECURITY REASONS. IF NEEDED PLEASE CONTACT NSSC CCC AND WE CAN PROVIDE)</p> <p>Thanks, Karen C. Johnson Comp Center / e-Payroll 256-544-7300 karen.c.johnson@nasa.gov</p>		<p>agency we need to create a new role as part of the enhancement - and I'm not at my desk but I believe there is such a request for read-only access across the agency for help-desk/contact center type roles.</p> <p>Mike</p> <p>9/14/2006 2:19:03 PM NS000325 I confirmed with Ms. Johnson that she is now able to log in to NAAS.</p> <p>9/14/2006 2:19:51 PM NS000325 Resolved ticket.</p> <p>9/15/2006 6:21:01 PM NS000100 QA complete. Case closed. KNoel</p>
HD 7185	KATHERINE FRIERSON	NSSC	<p>1. WHEN YOU SAVE A DRAFT OF A NOMINATION AND THEN SUBMIT THAT NOMINATION THE SYSTEM DEPOSITS THE MONETARY AMOUNT OF THAT AWARD INTO YOUR BUDGET AND THEN DEDUCTS THE SAME AMOUNT.</p> <p>2. WHEN EDITING AN AWARD TITLE THE MONETARY AMOUNT IS TAKEN OUT TWICE.</p>	Closed	<p>We received a final code push from KSC on 9/11/2006. This push has since been installed in both our DEV and TEST environments. This push was to address several bug fixes, including this one, as noted in the email below. I want to place status to pending however, until our testing has confirmed that the issue was truly fixed, and this latest push is placed in PROD. . Seal</p> <hr/> <p>From: Sloan, William R [mailto:William.R.Sloan@nasa.gov] Sent: Thursday, September 07, 2006 11:12 AM To: Pultz, Linda L. (HQ-LE060); Seal, Jim E. (NSSC)[CSC] Subject: FW: NAAS Case #HD 7678</p> <hr/> <p>From: Sartore, Richard R [mailto:Richard.Sartore-1@ksc.nasa.gov]</p>

						<p>Sent: Thursday, September 07, 2006 12:04 PM To: Sloan, William R Cc: Pylant, Julia A Subject: RE: NAAS Case #HD 7678</p> <p>Bill,</p> <p>The next code push should address 6388, 7185, 7678 and 7651</p> <p>You may want to verify this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>Thanks, Rich</p> <hr/> <p>end of email. J. Seal</p> <p>9/20/2006 12:51:30 PM NS000361 The updated code was tested by onsite functional awards personnel and passed. This case should be closed. J.Seal</p>
HD 7651	TERESA GOMEZ	JSC	<p>EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.</p> <p>1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.</p> <p>2. Awards Approval E-mail came to CAO instead of back to Nominator.</p>	Jim Seal	In work	<p>9/6/2006 12:35:35 PM NS000323 This is a budget issue in the NAAS System that IT is all ready working on. I'm therefore re-assigning this ticket to IT.</p> <p>9/6/2006 4:10:43 PM NS000361 Bug. Sent to KSC for disposition. Assigning to self in interim. Seal</p> <p>9/6/2006 4:11:08 PM NS000361 Status to pending while waiting on disposition. J. Seal</p> <p>9/13/2006 8:29:27 AM NS000361 We received a final code push from KSC on 9/11/2006. This push has since been installed in both our DEV and TEST environments. This push was to address several bug fixes, including this one, as noted in the email below. I want to leave status as pending however, until our testing has confirmed that the issue was truly fixed, and this latest push is placed in PRO. J. Seal</p> <hr/> <p>From: Sloan, William R [mailto:William.R.Sloan@nasa.gov]</p>

					<p>Sent: Thursday, September 07, 2006 11:12 AM To: Pultz, Linda L. (HQ-LE060); Seal, Jim E. (NSSC)[CSC] Subject: FW: NAAS Case #HD 7678</p> <hr/> <p>From: Sartore, Richard R [mailto:Richard.Sartore-1@ksc.nasa.gov] Sent: Thursday, September 07, 2006 12:04 PM To: Sloan, William R Cc: Pylant, Julia A Subject: RE: NAAS Case #HD 7678</p> <p>Bill,</p> <p>The next code push should address 6388, 7185, 7678 and 7651.</p> <p>You may want to verify this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>Thanks, Rich</p> <hr/> <p>end of email. J. Seal</p> <p>From: Seal, Jim E. (NSSC)[CSC] Sent: Thursday, September 21, 2006 4:26 PM To: Gomez, Teresa (JSC-AH) Subject: Help Desk Case 7651</p> <p>Hi Teresa,</p> <p>I hope your visit here to the NSSC this week was enjoyable.</p> <p>As you are aware, we put a new release of NAAS into production on Wednesday, 9/20, and one of the Help Desk cases you had reported was one of the bug fixes that was included in this release. Specifically HD case 7651, which reads:</p> <p>EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.</p>
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						<p>1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.</p> <p>2. Awards Approval E-mail came to CAO instead of back to Nominator.</p> <p>Please let us know if you continue to have issues with this. Typically we allow the users 3 days to respond back, and then we close the ticket if they do not. Realizing that you are probably on a plane home right now might make that hard, so we'll be lenient. Please let us know by the end of next week though, if you have any objections to us closing this one out.</p> <p>Thanks,</p> <p>Jim Seal Software Development & Administration Team Lead NASA Shared Services Center Building 5100, Stennis Space Center, MS 39529 Office: 228.813.6350 Cell: 228.313.4231 jim.e.seal@nasa.gov</p> <p>9/21/2006 4:49:19 PM NS000100 QA complete. Case closed. KNoel</p>
HD 7678	TERESA GOMEZ	JSC	After submitting an award, the Org info returns to N/A (even for Org Awards Officers) and the budget defaults to the Center budget, leaving nominations open for withdrawal from Center fund - even at the Org level. They should not have authority to spend Center money, much less see the balance. Please fix immediately.	Jim Seal	In work	<p>9/6/2006 4:09:26 PM NS000361 Bug. Sent to KSC for disposition. Assigning to self in the interim. J. Seal</p> <p>9/6/2006 4:09:52 PM NS000361 Changing to pending status while waiting for disposition. J. Seal</p> <p>9/13/2006 8:24:29 AM NS000361 We received a final code push from KSC on 9/11/2006. This code push has been installed in both our DEV and TEST environments. According to KSC, the push should fix this bug. The below email confirms this. I want to leave this status as pending however, we have confirmed through our testing that the issue really has been resolved. J. Seal</p> <p>----- From: Sloan, William R [mailto:William.R.Sloan@nasa.gov]</p>

					<p>Sent: Thursday, September 07, 2006 11:12 AM To: Pultz, Linda L. (HQ-LE060); Seal, Jim E. (NSSC)[CSC] Subject: FW: NAAS Case #HD 7678</p> <hr/> <p>From: Sartore, Richard R [mailto:Richard.Sartore-1@ksc.nasa.gov] Sent: Thursday, September 07, 2006 12:04 PM To: Sloan, William R Cc: Pylant, Julia A Subject: RE: NAAS Case #HD 7678</p> <p>Bill,</p> <p>The next code push should address 6388, 7185, 7678 and 765</p> <p>You may want to verify this against your own information but we are not actively working any other issues at this point. Tickets 6560, 6563 and 12792 (still showing as assigned to KSC) were determined by NSSC to be related to a change in the server configuration.</p> <p>Thanks, Rich</p> <hr/> <p>end of email - J. Seal</p> <p>9/20/2006 12:53:20 PM NS000361 The final push was received from KSC with a fix in for this. NS functional awards personnel tested and confirmed push was OK. Moved to production this morning. This case should be closed. Seal</p> <p>9/21/2006 4:44:47 PM NS000361 Sent the user the following email in hopes of reaching closure. Seal</p> <hr/> <p>From: Seal, Jim E. (NSSC)[CSC] Sent: Thursday, September 21, 2006 4:41 PM To: Gomez, Teresa (JSC-AH) Subject: Help Desk Case 7678</p> <p>Hi Teresa,</p> <p>Another one of the Help Desk cases you had reported was one of the bug fixes that was included in the latest release of NAAS.</p>
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					<p>Specifically HD case 7678, which reads:</p> <p>This caused a major mess up with an Org budget. The org initially submitted their awards without changing the Org Code from NASA so they were able to submit awards even though they went over their Org budget because without an Org Code the funds came out of the Center Budget. The Center Awards Officer did edit the awards from the Status screen to change the Org Code from NASA to the correct code. However, because of the Edit Nomination issue and the budget (just submitted as an issue), the amounts of the awards were never subtracted from their budget so they were processed. Until this is fixed, we are going to have to keep track of budgets manually.</p> <p>Again, please let us know by the end of next week if you are still having issues with this or if you have any objections to us closing this one out.</p> <p>Thanks,</p> <p>Jim Seal Software Development & Administration Team Lead NASA Shared Services Center Building 5100, Stennis Space Center, MS 39529 Office: 228.813.6350 Cell: 228.313.4231 jim.e.seal@nasa.gov</p> <p>9/21/2006 4:49:58 PM NS000100 QA complete. Case closed. KNoel</p>
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Case #5712

7/28/2006 10:19:59 AM NS000102

CUSTOMER SENT THE FOLLOWING E-MAIL:

Please research the following NAAS issues:

1. Query: when selecting "display names", only names appear. We requested to have award data (\$\$ or timeoff) included next to each name. There is no other way to print this data off, since NAAS doesn't have a print function.
 2. Print function: need this in order to print copies of nominations and under query function to print data. This is not a new requirement.
 3. When the Center Awards Officer "edits a nomination", the routing is re-activated, and the CAO becomes the "nominator", receiving the "congratulatory" e-mail notices. The nomination should be able to move forward into FPPS, not re-routed back through NAAS.
 4. Team Award: when the nominator receives the "congrat" e-mail notice, a) should the nominator receive 1 e-mail for the action or 1 e-mail for each team member? b) the "congrat" e-mail is supposed to have the team member's names & award amount on it. Otherwise, the e-mail notice is useless.
 - 5) Returned actions: the initiator receives no e-mail that the action has been returned for a change. They are only received for approved & rejected nominations.
-

Case #5725

7/28/2006 12:01:01 PM NS000092

CUSTOMER STATED THE CALL LETTER AND CALENDAR ICON FEATURE ON THE NAAS WEBSITE IS NOT WORKING.

Case #5822

Center is not able to deduct funds for Other Federal Agency employee awards.

The above snapshot shows 2 awards for Army employees being issued by D401 and D402. The money cannot be deducted because Army employees are entered as Non-NASA individuals in NAAS. There is not a monetary award field to enter the amount and provide the capability to deduct from the D401 and D402 budgets using the current nomination form. These are routed as non-NASA individuals in order to obtain the certificate only.

The system needs to allow for the entry of these individuals in order to pull the funds from the designated budget. The upload to FPPS would cause an edit of the action and flag the Center to process the award differently (through SAP). Hopefully, this will still allow for the NSSC to initiate an award certificate.

In this example, the 500 and 1900 shown above will have to remain in the D401 and D402 budgets, be tracked outside the system, and the organizations will have to understand that this money has been spent and is not available for an additional award.

Case #5902

Please research the following:

Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.

Case #5935

NASA Automated Awards System - Microsoft Internet Explorer

Address: <https://naas.nasa.gov/index.cfm?event=centerAdmin> Go Links FPPS

Back Forward Stop Home Search Favorites Media Print Mail

Google

NAAS
NASA Automated Awards System

USER ADMIN | AWARDS | CENTER ADMIN | NOMINATE | STATUS | QUERY | LOGOUT

Organization Admin

Division Admin

Center Budget Admin

Organization Budget Admin

Division Budget Admin

Center: Langley Research Center Organization: D4 Balance: 1633

Division	Budget	Balance
D4A	17700	0
D407	38000	0
D403	17000	0
D401	82600	500
D402	47400	1900
D406	12200	0

Budget: * 0 Save

Ledge

Discussions Discussions not available on <https://naas.nasa.gov/>

Done Internet

NAAS -

Center is not able to deduct funds for Other Federal Agency employee awards.

The above snapshot shows 2 awards for Army employees being issued by D401 and D402. The money cannot be deducted because Army employees are entered as Non-NASA individuals in NAAS. There is not a monetary award field to enter the amount and provide the capability to deduct from the D401 and D402 budgets using the current nomination form. These are routed as non-NASA individuals in order to obtain the certificate only.

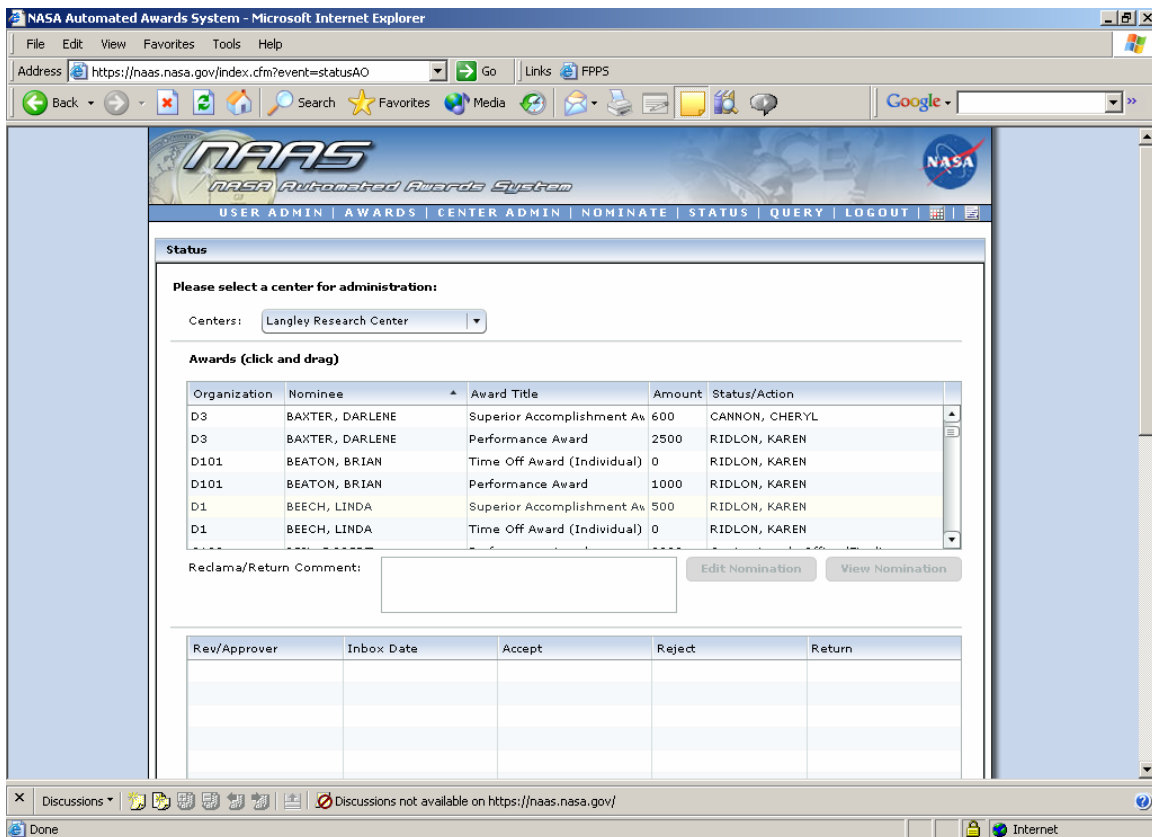
The system needs to allow for the entry of these individuals in order to pull the funds from the designated budget. The upload to FPPS would cause an edit of the action and flag the Center to process the award differently (through SAP). Hopefully, this will still allow for the NSSC to initiate an award certificate.

In this example, the 500 and 1900 shown above will have to remain in the D401 and D402 budgets, be tracked outside the system, and the organizations will have to understand that this money has been spent and is not available for an additional award.

Case #5938

Future Needs:

Center Awards Officers need to be able to see TOA hours listed in the Status Screen before approving. Going to edit for each award is time consuming.



Case #5939

8/2/2006 8:59:21 AM NS000136

ROBERT DISCOVERED THE FOLLOWING BUG IN THE NAAS SYSTEM:

THE AWARD SYSTEM IS PUTTING DUPLICATE ROWS IN THE FPPS DAT FILE.

REQUESTED I PUT THIS IN "HIGH" PRIORITY AND ELEVATE TO THE DEVELOPMENT TEAM.

Case #6027

8/3/2006 1:37:48 PM NS000102

CUSTOMER CRAIG HEGMANN ENTERED AN AWARD IN NAAS. HE THEN NEEDED TO EDIT THE APPROVER INFORMATION AND WHEN HE DID THAT THE NAAS SYSTEM TOOK DOUBLE THE AMOUNT OF MONEY FOR THE AWARD. HE NEEDS IT CORRECTED.

Case #6246

From: Sims, Xynique R. (GRC-CFA0) [mailto:xynique.r.sims@nasa.gov]

Sent: Wednesday, August 09, 2006 10:15 AM

To: nssc-contactcenter@nasa.gov

Cc: Pultz, Linda L. (HQ-LE020); Duly, Diane L. (NSSC-XC000)

Subject: NAAS Training Schedule for NASA Glenn Research Center.

I have tentatively scheduled Glenn's training for NAAS to take place August 28, 2006 through September 15, 2006. There will be 2 training session each day (approximately 2 hours long). The schedule is subject to change based on the responses of the supervisors/AO's to attend the training. I will keep you posted!

Please note I will also be conducting tests in the NAAS training site between now and the scheduled training to help me in preparation of the training.

Thanks,

Xynique R. Sims

Human Resources Specialist

Case #6250

8/9/2006 12:08:52 PM NS000102

CUSTOMER FROM DRYDEN FLIGHT STATED WHEN SHE ENTERS AWARDS IN THE SYSTEM THE E-MAILS THAT ARE BEING GENERATED ARE NOT GOING TO THE PERSON WHO THEY ARE ATTENDED FOR ARE BEING MIS DIRECTED AND THEY ARE ALL COMING TO HER.

Case #6276

8/9/2006 2:18:41 PM NS000092

THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

-----Original Message-----

From: Khrista Noelle White [mailto:Khrista.N.White@nasa.gov]

Sent: Wednesday, August 09, 2006 1:10 PM

To: nssc-contactcenter@nasa.gov

Cc: Pultz, Linda L. (HQ-LE020)

Subject: NAAS Issue

Please research:

Under QUERY:

Search Results: does not differentiate between rejected & approved actions.

Looks like a person received multiple awards.

thank you; Khrista

Case # 6313

8/10/2006 9:37:21 AM NS000222

CUSTOMER IS TRYING TO SUBMIT SOMEONE FOR AWARD IN THE NAAS SYSTEM. SHE IS GETTING AN ERROR MESSAGE "ERROR CONNECTING TO NOPS DATA BASE" SHE NEEDS SOMEONE TO CONTACT AND ASSIST HER WITH THE ERROR.

Case #6366

-----Original Message-----

From: Khrista White [mailto:Khrista.N.White@nasa.gov]

Sent: Thursday, August 10, 2006 1:10 PM

To: nssc-contactcenter@nasa.gov

Cc: Stallings, Rita (NSSC)[Tristar]; Pultz, Linda L. (HQ-LE020)

Subject: NAAS Ticket

Please research the following:

QUERY:

- 1) screen must include column for outcome of nomination: Rejected or Approved; need column for "reason for rejection".
- 2) See attached screen shots: no difference in information under Query for rejected vs. approved nominations.
- 3) 3rd screen shot: action reflected as a duplicate - was entered only 1 time.

Thanks; Khrista

PLEASE SEE THE ATTACHMENTS

Under Query:

“New Business Development Team” nomination submitted for 16 hours Time Off. Was APPROVED.

NASA Automated Awards System - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address <https://naas.nasa.gov/index.cfm?event=query> Go

Back Search Favorites 36 blocked Check AutoLink AutoFill Options

Google Search

Favorites Add... Organize

- Channels
- Gateway 2000 Re...
- Imported bookma...
- ISO9000
- Links
- Media
- Personal Toolbar F...
- AAC Park-Rec
- Aetna
- American Universit...
- Annapolis OB-GYN...
- APPLE OF MY EYE
- BCBS
- Core Financial Help
- Credit Union
- Crofton Elementary
- Crosswalks
- Department of He...
- Employee Express...
- Employee Express...
- Excess-GSA website
- FedAmerica
- FederalNewsRadio...

NAAS
NASA Automated Awards System

USER ADMIN | AWARDS | CENTER ADMIN | NOMINATE | STATUS | QUERY | LOGOUT

☐ In Process ☒ Archived

Date Range: to Center:

Search By Title

Award Title:

Search By Organization Information

Search By Nominee Information

Nomination Detail:

Organization	Nominee	Title	Amount
	NEW BUSINESS DEVELOPMENT	SPECIAL ACT - TEAM - TIME C 0	
	SECRETARIAL LEADERSHIP PR	SPECIAL ACT - TEAM - TIME C 0	

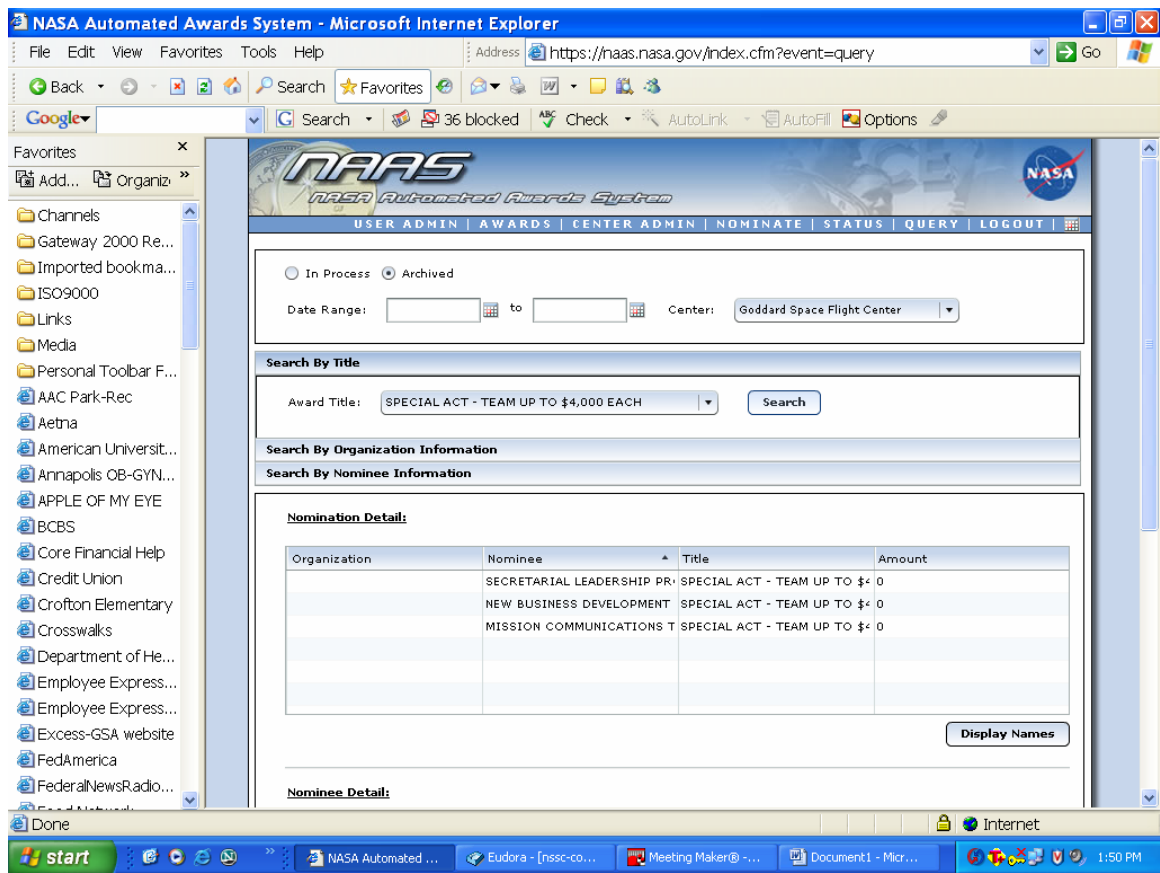
Nominee Detail:

Done Internet

start NASA Automated Aw... Eudora - [nssc-conta... Meeting Maker@ - [K... 1:49 PM

Under Query:

“New Business Development Team” nomination submitted for \$500 Special Act Cash each. Was REJECTED.



DUPLICATE ENTRIES. NOMINATOR ONLY ENTERED 1 NOMINATION.

Awards (click and drag)

Organization	Nominee	Award Title	Amount	Status/Action
1300	JONES, NANCY	PERFORMANCE AWARD - \$4,1000	1000	GABRYS, ROBERT
1300	KEKESI, DEANNA	PERFORMANCE AWARD - \$4,1000	1000	GABRYS, ROBERT
1300	KEKESI, DEANNA	PERFORMANCE AWARD - \$4,1000	1000	GABRYS, ROBERT
1550	KELLY, TIMOTHY	PERFORMANCE AWARD - \$4,1500	1500	ABELL, NANCY
1550	KELLY, TIMOTHY	ON-THE-SPOT AWARD - IND 380	380	BROWN, SANDRA
7210	KEMP, MARGARITA	PERFORMANCE AWARD - \$4,1700	1700	MCMURDY, NATALIE

Reclama/Return Comment:

Rev/Approver	Inbox Date	Accept	Reject	Return

Edit Step

Comment: *

☐ Reject ☒ Accept

Items To Finalize

Case #6388

From: Wenger, Teresa [mailto:Teresa.R.Wenger@nasa.gov]
Sent: Thursday, August 10, 2006 10:44 AM
To: Raines, Rachel W. (NSSC)[CSC]
Subject: FW: Remarks Codes causing HR to edit each Award action in FPPS
Importance: High

For fields 27-32, listed below - the value of the REMARKS CODES field must be BLANKs if there is no value in the associated six REMARKS fields.

They have all been populated as "ZZZ"s, to-date.

Case # 6525

8/14/2006 12:32:17 PM NS000222

RECEIVED THE FOLLOWING EMAIL AT THE NSSC:

-----Original Message-----

From: Karen Ridlon [mailto:Karen.E.Ridlon@nasa.gov]

Sent: Monday, August 14, 2006 9:53 AM

To: NSSC Help Desk Support

Cc: K N SKINNER

Subject: NAAS Issue/Question

Importance: High

One issue (possible a future enhancement) and one question:

1. The awards highlighted in the Query status screen were awards that were rejected (not finalized) by the Center Awards Officer. If the Query system is going to track both finalized and rejected awards, then the system needs an additional column/field stating "Rejected" or "Finalized" next to the award. Also, include the reason the award was rejected.

The way the system is tracking currently, one would believe that these individuals actually received the monetary awards, when in reality, they did not.

2. Should the Center Awards Officer be receiving a rejection notice email for those awards rejected by the Center Awards Officer? If not, then this should probably happen since it is an action that is being generated by the Center Awards Officer. If not, then this should be added to Query to show that the award was rejected and the reason for the rejection.

Case # 6614

To: nssc-contactcenter@nasa.gov

Subject: NAAS Reports - Action of 8/15/06 NAAS Telecon

Importance: High

Langley would like to be able to download reports from NAAS (ad hoc or added to the Query with a print function) that provide the following:

Reports should provide at a minimum the fiscal year, employee's name, org. code, award type, award amount/hours, justification/citation, and effective date:

- *Individual employee award report
- *Report of awards by Organization (Organization/Division)
- *Report of awards by Type of Award (i.e., Performance, SAA, TOA, etc.)
- *Report of awards by range of date
- *Report of awards by NOAC
- *Report of awards by Amount/Hours
- *All Awards by FY (print out of all awards for the FY - listed alphabetically by employee name or by award type)

Attached are some sample reports that Langley used. These reports were downloaded from Langley's awards system to an excel spreadsheet. This would be a necessary tool, not only for the Awards Officers, but for the managers/supervisors.

8/15/2006 1:36:53 PM NS000100

-THERE WERE SIX ATTACHMENTS TO THIS EMAIL. I WAS ONLY ABLE TO ATTACH THREE. WHOEVER RECEIVES THIS CASE PLEASE CONTACT ME, KELLIE NOEL, AND I WILL FORWARD YOU THE REMAINING ATTACHMENTS.

Case # 6617

8/15/2006 1:45:17 PM NS000100

Customer sent the below email:

From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]
Sent: Tuesday, August 15, 2006 1:12 PM
To: nssc-contactcenter@nasa.gov
Cc: Farrior, Laura M. (HQ-LD101); Pultz, Linda L. (HQ-LE020)
Subject: Duplicate approvers showing up in NAAS
Importance: High

I am going through NAAS performing quality checks and I am showing duplicate approvers are now displaying in NAAS. (Please see attached as an example of what I'm seeing)

In these cases one of the instances of approver is associated with the appropriate organization and is flagged as "active". I'm assuming this is what I initially did in order to set up the users and profiles for go-live. Then the duplicate that is displaying is not associated with any organization and is not flagged as "active". (It's like the original upload of data into NAAS prior to go-live)

Is there any way to purge all these duplicates without me having to go in and look each person up alphabetically and delete them 1 by 1?

Case # 6625

8/15/2006 2:34:21 PM NS000128

From: Gomez, Teresa (JSC-AH) [mailto:teresa.gomez-1@nasa.gov]

Sent: Tuesday, August 15, 2006 2:10 PM

To: nssc-contactcenter@nasa.gov

Subject: NAAS Reports

NAAS needs a reporting system that will allow user to create a report using any of the data item fields in NAAS and is sortable. Here are some samples of reports we are able to get now.

History of an Award Type for a Directorate or Division - the report would be for a specific award type and list Employee Name, Orgn Code, Orgn Code where funds came from, Type of Award, Award Amount, and provide a count total of the awards and a sum of the amounts for that Directorate or Division.

Total Awards by Amount/By Type/By Directorate or Division - the report would sort by each Directorate or Division and provide Type of Award for each Directorate or Division, a count of each Award Type, Sum of Amounts for each Award Type and then total all of the Award Types and sum all of the Award Amounts for each Directorate or Division

Teresa Gomez
Astronaut Candidate and HR Programs Office
NASA Johnson Space Center
Mail Code AHX
Houston, TX 77058
281-483-9588
281-483-8626 (Fax)

Case #6776

8/17/2006 4:05:56 PM NS000137

Received the following e-mail from customer:

From: Karen Ridlon [mailto:Karen.E.Ridlon@nasa.gov]

Sent: Thursday, August 17, 2006 3:57 PM

To: nssc-contactcenter@nasa.gov

Subject: NAAS Issue - Not Consistently Receiving the Final Email Notification

Importance: High

NAAS Issue - We would appreciate the NESC looking into this issue now.

An Organizational Awards Officer entered several awards, using her name and email address as the Nominator.

The awards have been finalized by the Center Awards Officer, but the Organizational Awards Officer who initiated the awards has not received the final email notification for the following individuals: James Adkins, Robert Harris, and Walter Engelund.

This document is the official document that the Center uses to inform employee's of their award.

Case # 6802

8/18/2006 10:25:37 AM NS000180

MS. THEBEAU IS IN THE AWARDS OFFICE AT JSC. SHE IS TRYING TO GET THE BUDGET IN ORDER FOR THEIR "GO LIVE" DATE NEXT WEEK WHEN HER CENTER IS SUPPOSE TO START USING NAAS FOR AWARDS PROCESSING. ACCORDING TO HER, NAAS IS SHOWING AWARDS PENDING WHEN IT SHOULD NOT HAVE ANYTHING OUT THERE. SHE IS WORRIED BECAUSE SHE NEEDS TO GET THE BUDGET IN ORDER FOR NEXT WEEK.

Case # 6981

8/22/2006 3:50:04 PM NS000102

CUSTOMER HAVING PROBLEMS LOGGING ON TO NAAS. CUSTOMER VERIFIED THAT THIS PASSWORD WAS WORKING ON WEBTADS, HOWEVER THE SAME PASSWORD WILL NOT LET HIM LOG ON TO NAAS.

Case #7022

From: Thebeau, Allison N. (JSC-AH)

Sent: Tuesday, August 22, 2006 2:40 PM

To: NSSC-RemedyHelpDesk

Cc: Gomez, Teresa (JSC-AH); Lapradd, Linda (JSC-NSSC); Ross, Duane L. (JSC-AH)

Subject: NAAS Issue - JSC

We cannot pull up employee names on the Nomination screen, it says there is an error connecting with NOPS. Please resolve, this creates a work stoppage.

Case #7069

-----Original Message-----

From: Lynette Raburn [mailto:lraburn@mail.arc.nasa.gov]

Sent: Thursday, August 24, 2006 9:48 AM

To: nssc-contactcenter@nasa.gov

Subject: NAAS Nominator Information Subpage

We would like to request having the Nominator Information subpage automatically populate the "Last Name, First Name and Email" fields with the Nominator's information. It is time consuming for the Nominator to input their information for every action they process especially when they have to process hundreds of awards at a time. We received many comments regarding this issue during our training here at our center wondering why it doesn't automatically populate this information.

Thanks,
Lynette

Case #7180

8/25/2006 3:11:28 PM NS000102

CUSTOMER CALLED TO REPORT A PROBLEM WITH THE NAAS SYSTEM. SHE STATED THAT SHE IS THE AWARD OFFICER AND ON WEDNESDAY SHE REJECTED SOME AWARDS IN THE SYSTEM AND SHE DID NOT GET THE MONEY BACK. I TOLD HER I WOULD ELEVATE FOR RESEARCH AND RESOLUTION.

NASA Automated Awards System - Microsoft Internet Explorer

Address: <https://naas.nasa.gov/index.cfm?event=centerAdmin>

Division Admin
Center Budget Admin
Organization Budget Admin
Division Budget Admin
Ledger

Ledger

Center: Stennis Space Center Organization: EA00 Division: N/A

Name	Monetary Value	Award Title	Date of Action	Action Taken
MCCAIN, LINDA	-500	On The Spot Award	08/18/2006	Nomination
GLORIOSO, MARK	0	Special Act or Service A	08/18/2006	Nomination
MCCAIN, LINDA	-500	On The Spot Award	08/18/2006	Nomination
MCCAIN, LINDA	-300	On The Spot Award	08/18/2006	Nomination
MCCAIN, LINDA	-500	On The Spot Award	08/22/2006	Nomination
FREDERICK, JEANANN	1550		08/22/2006	Budget Adjustment-Org
TURNER, PENNIE	-2000	Special Act or Service A	08/23/2006	Nomination
FREDERICK, JEANANN	-850	On The Spot Award	08/23/2006	Nomination
FREDERICK, JEANANN	2750		08/23/2006	Budget Adjustment-Org
FREDERICK, JEANANN	0	On The Spot Award	08/23/2006	Nomination
FREDERICK, JEANANN	-600	On The Spot Award	08/23/2006	Nomination
FREDERICK, JEANANN	-1000	On The Spot Award	08/23/2006	Nomination
FREDERICK, JEANANN	500		08/24/2006	Budget Adjustment-Org
FREDERICK, JEANANN	2200		08/24/2006	Budget Adjustment-Org
FREDERICK, JEANANN	0	On The Spot Award	08/25/2006	Rejected Nomination
FREDERICK, JEANANN	1000	On The Spot Award	08/25/2006	Rejected Nomination
FREDERICK, JEANANN	0	On The Spot Award	08/25/2006	Rejected Nomination

Balance: 4100

Case #5898

Please research the following:

Initiator put in a cash award, forgot to include \$\$ amount, and the award went through. Same issue with Time Off.

Case #6387

From: Wenger, Teresa [mailto:Teresa.R.Wenger@nasa.gov]

Sent: Thursday, August 10, 2006 11:20 AM

To: Raines, Rachel W. (NSSC)[CSC]

Cc: Pultz, Linda L. (HQ-LE020); Plank, Carolyn C. (MSFC-IS60); Johnson, Karen C. (MSFC-IS60); Gates, Sheryl L. (MSFC-IS60)

Subject: Duplicate Records - SSN/NOAC/Efdate combination

Some of the records that are coming from NAAS to the FPPS file are being stopped from transmission to FPPS for processing - due to the FPPS system restriction of SSN/NOAC/Effective Date combination needing to be unique.

A single employee may be due two monetary awards or two time-off awards in a close timeframe - but they must be sent in with unique effective dates, if they need to use the same NOAC.

For example, Joe Smith is due an 840 award of \$500 which was made effective 8/8/06. He is also due another 840 award of \$350 - this can be processed if it has an effective date of 8/7/06 for example - any date other than the matching 8/8/06.

Currently - as these records "fall out" to our error report here at the Competency Center, we are asking the HR offices to work with the Awards offices and enter the two awards manually into FPPS with the unique effective dates.

Teresa Wenger,
NASA UNITES/ ePayroll
256-544-3794

Case # 6560
8/15/2006 7:15:09 AM NS000128
From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]
Sent: Tuesday, August 15, 2006 6:43 AM
To: nssc-contactcenter@nasa.gov
Cc: Pultz, Linda L. (HQ-LE020); Farrior, Laura M. (HQ-LD101)
Subject: ERROR with NAAS
Importance: High

Please see attached in regards to an error I'm receiving intermittently as I attempt to initiate an action in NAAS:

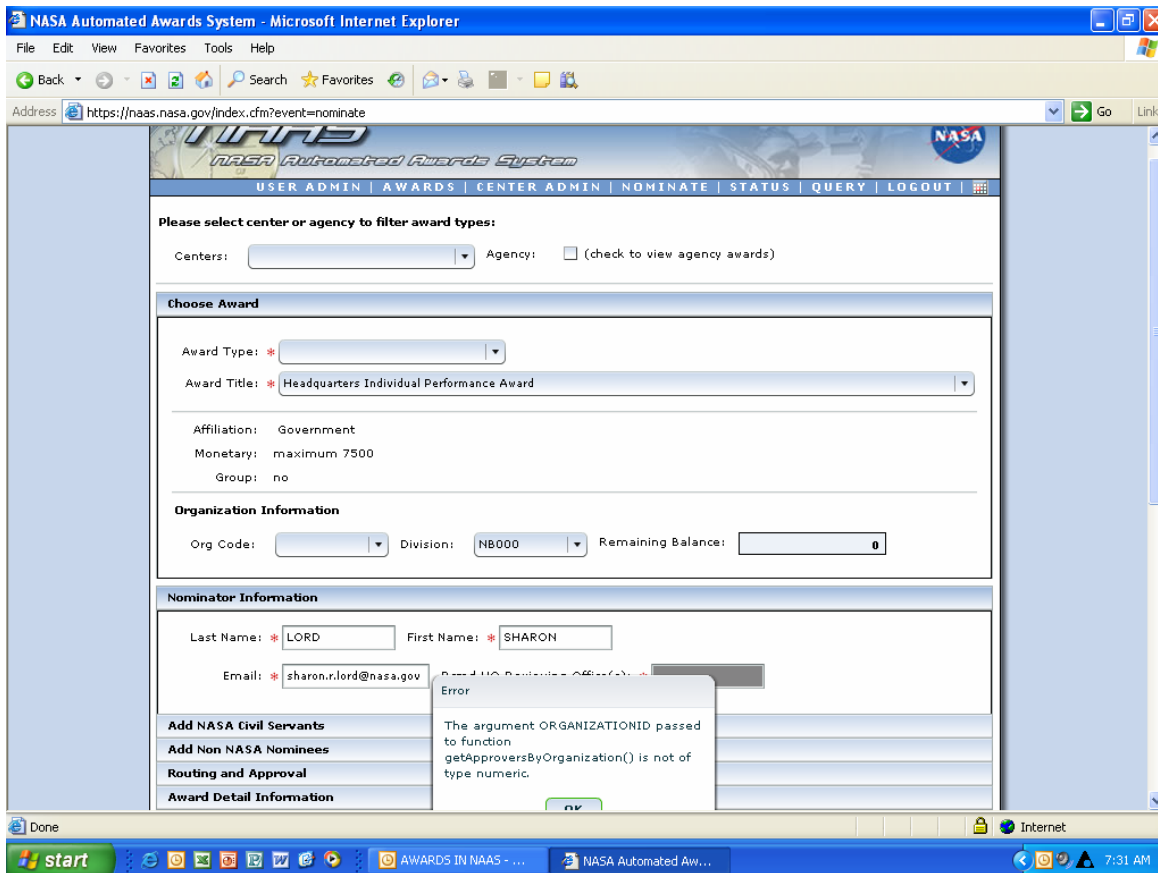
Steps I took:

1. Nominate/initiate action
2. Save to draft
3. Click on "edit" to open and finish the action

Linda was at my desk side when this occurred on Friday as I was initiating actions as well. After I click through the two pop-up error, all my drop down information disappears off the screen and I have to start over again.... This is not a consistent error - meaning it is intermittent and can not necessarily be reproduced two times in a row - it occurred 2 times while I was initiating 9 actions on Friday and now it's occurred 1 time as I'm initiating 1 action this morning....

Thanks,
Jannette

Then when I click on ok I receive the following error screen:



Case # 6563

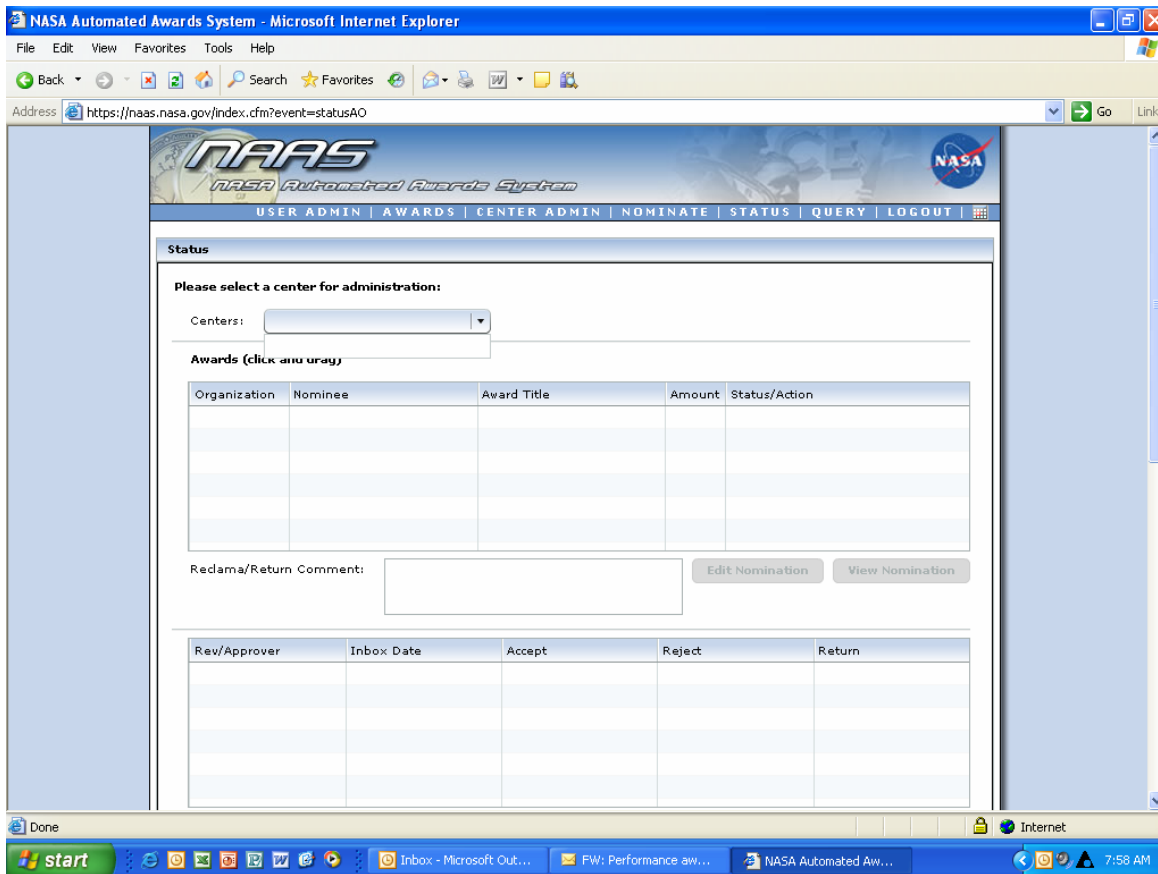
8/15/2006 7:32:27 AM NS000100

Customer sent the below email:

From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]
Sent: Tuesday, August 15, 2006 7:25 AM
To: nssc-contactcenter@nasa.gov
Cc: Pultz, Linda L. (HQ-LE020); Farrior, Laura M. (HQ-LD101)
Subject: ERROR2: Blank drop down selection list on status screen

Another weird error/glitch this morning. I clicked on the status screen and this is what I see... My drop down list to choose a Center is empty and I'm unable to view any actions in status. *Again, this is an intermittent problem... I can click on another menu tab and then click back on to status and sometimes it will display correctly...

Thanks,
Jannette



Case #6711

8/16/2006 3:41:21 PM NS000137

Received the following e-mail from customer:

From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]
 Sent: Wednesday, August 16, 2006 3:13 PM
 To: nssc-contactcenter@nasa.gov
 Cc: Pultz, Linda L. (HQ-LE020); Farrior, Laura M. (HQ-LD101)
 Subject: NAAS approvers being overwritten?
 Importance: High

Laura Farrior, Center Awards Officer for NASA HQs, went into NAAS yesterday and DELETED the following approvers from the system:

Paul Morrell
 Shana Dale
 Rex Geveden

She then performed a search in the NAAS system and was unable to find them/pull them up. (delete confirmed).

** I logged on a few minutes ago and performed a search for the above approvers to confirm they were deleted. Issue: Not only have they been recreated in the system, but they now display 2 times each. Can you please help? We do not want a situation like the one involving the Administrator to take place with the above Executive Staff.

Thanks,

Jannette

Case # 6712

8/16/2006 3:53:08 PM NS000102

CUSTOMER SENT THE FOLLOWING E-MAIL(web) INQUIRY.

From: RemedyPublicWeb@nasa.gov [mailto:RemedyPublicWeb@nasa.gov]

Sent: Wednesday, August 16, 2006 3:20 PM

To: nssc-contactcenter@nasa.gov

Subject: NSSC Customer Contact Center - Web Inquiry.

Last Name: Kirkpatrick

First Name: Cindy

Phone Number: 321-867-9167

Email: cindy.kirkpatrick@nasa.gov

Category Name: Human Resources

Area Name: Support for Personnel Programs Activity Name: Awards/NAAS Center Name: Kennedy Space Center

Description: 1-In NAAS the center name does not get populated (on any screen) and there are no centers in the drop down selection. Screen must be refreshed.

2- On-the-Spot Awards: The status screen says 0 in the amount column. Is this being fixed?

3- Center Awards Officer Status Page: the Items to Finalize area is too far down for the drag and drop to work.

Case # 6797

8/18/2006 9:30:17 AM NS000180

MS. RIDLON CALLED BECAUSE SHE WAS GETTING E-MAIL NOTIFICATIONS BEFORE AND SUDDENLY SHE HAS STOPPED GETTING THE NOTIFICATIONS. THIS IS A PROBLEM.

AFTER CHECKING WITH DENA FRIERSON, SHE STATED THAT THEY WERE HAVING AN ISSUE WITH THIS PROBLEM, AND THEY ARE WORKING ON THE SYSTEM TO CORRECT, BUT THAT WE WOULD CONTACT MS. RIDLON ONCE SOME RESEARCH WAS COMPLETE AND WE WERE SURE IT WAS THE SAME ISSUE.

Case # 7014

From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]

Sent: Wednesday, August 23, 2006 10:57 AM

To: nssc-contactcenter@nasa.gov

Cc: Farrior, Laura M. (HQ-LD101)

Subject: Error on nominate screen

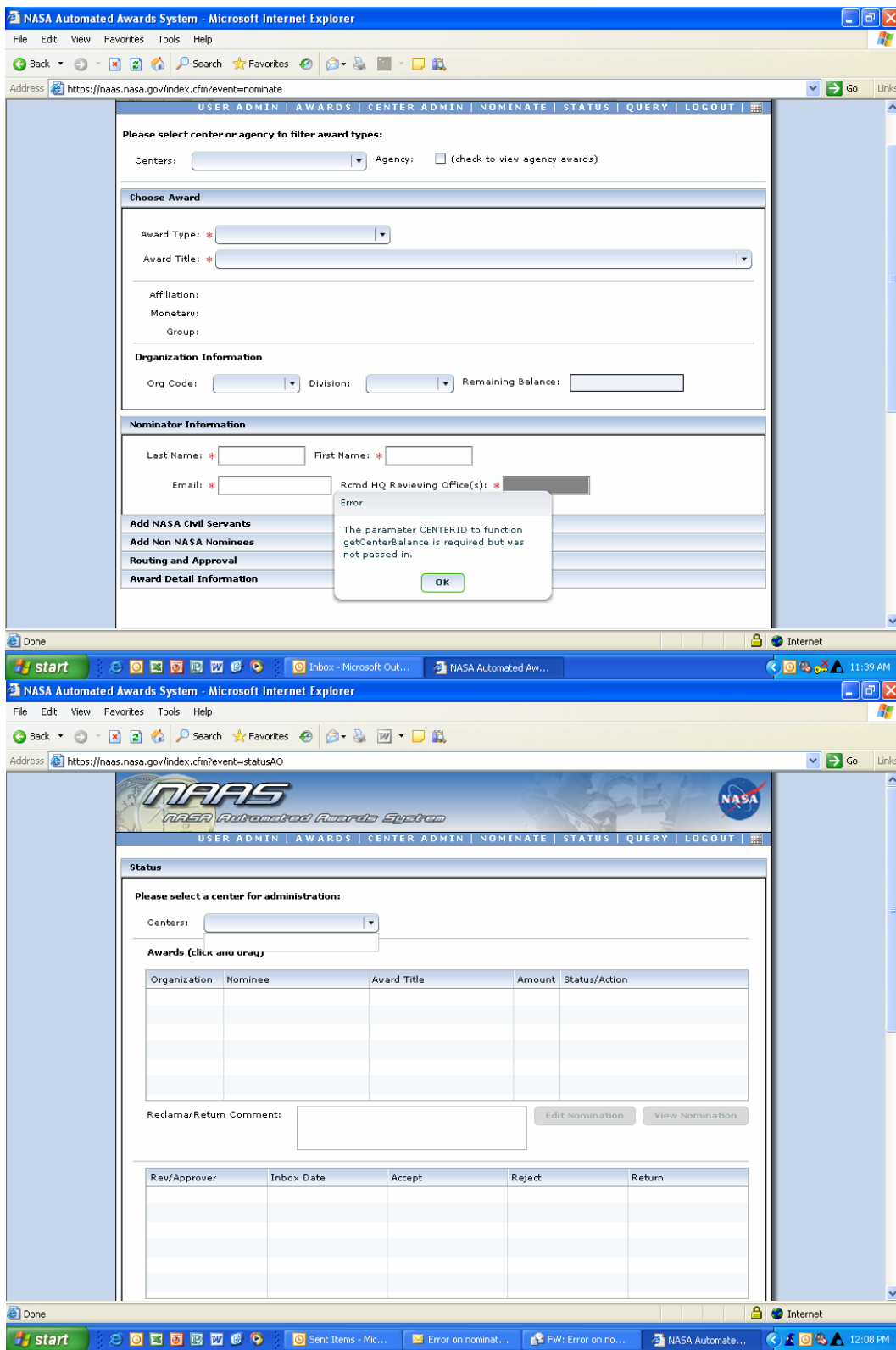
Hello! Please see attached in regards to the error message I'm receiving when I go into NAAS to nominate a person for an award.

Steps:

1. Click on "Create"

2. The error appears after I attempt to choose my Center (Headquarters) from the drop-down selection list on the nominate screen

Thanks,
Jannette



Case #7315
 From: Black, Jannette L. (HQ-LD105) [mailto:jannette.l.black@nasa.gov]

Sent: Tuesday, August 29, 2006 1:44 PM

To: nssc-contactcenter@nasa.gov; Sloan, William R. (KSC); Butler, Kim L (HQ-DA000)

Cc: Pultz, Linda L. (HQ-LE060); Farrior, Laura M. (HQ-LD101); Brewer, Rebekah A. (HQ-LH000)

Subject: 2 employees listed as same in NAAS: Question for Bill & Linda

Hello! We have 2 Kimberly Butlers at NASA HQs and they are displaying in NAAS with different orgs, but the same phone number and email information.

Can you please correct NAAS to display:

1. Kim L Butler (org: DA000) 240-228-6229 email: kim.l.butler@nasa.gov
2. Kimberly L.N. Butler (org: PA000) 202-358-2341 email:kimberly.l.butler-1@nasa.gov

Bill/Linda - we ended up performing the nomination based on UUPIC search, so the correct Kim Butler should receive the award, correct?

Thanks!

Jannette

Case # 7185

From: Frierson, Katherine (NSSC)[ASRI] [mailto:Katherine.Frierson-1@nasa.gov]

Sent: Friday, August 25, 2006 2:54 PM

To: nssc-contactcenter@nasa.gov

Subject: NAAS Issues

The following issues need to be reported to IT.

1. When you save a draft of a nomination and then submit that nomination the system deposits the monetary amount of that award into your budget and then deducts the same amount.

Example: Save a draft of a nomination in the amount of \$200.00. Go back and choose the draft and submit the nomination. When you look at your ledger it will have added \$200.00 and subtracted \$200.00 which cancel each other out and no money was deducted from the budget.

2. When editing an award title the monetary amount is taken out twice.

Example: Submit a nomination for a Performance Award for \$500.00. Go to the "Status" screen and edit the nomination. Change the award title and submit the award. When you go to the ledger it will have the old award listed and deduct \$500.00 as well as the new award title and deduct another \$500.00

Case #7651

9/6/2006 9:53:59 AM NS000092

THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

From: Gomez, Teresa (JSC-AH) [mailto:teresa.gomez-1@nasa.gov]

Sent: Wednesday, September 06, 2006 9:35 AM

To: nssc-contactcenter@nasa.gov

Subject: NAAS ISSUE

EDIT NOMINATION - Center Award Officer (CAO) edited nominations from Status Screen. Award nomination sent back to approver and was approved again then received by CAO to finalize.

1. Funds were deleted when initially submitted, but then the funds were added back after the nomination was edited. The funds were not deleted when the CAO finalized it.
2. Awards Approval E-mail came to CAO instead of back to Nominator.

Teresa Gomez
Astronaut Candidate and HR Programs Office
NASA Johnson Space Center
Mail Code AHX
Houston, TX 77058
281-483-9588
281-483-8626 (Fax)

I ELEVATED THIS CASE TO L2 FOR RESEARCH

9/6/2006 12:35:35 PM NS000323

This is a budget issue in the NAAS System that IT is all ready working on. I'm therefore re-assigning this ticket to IT.

9/6/2006 4:10:43 PM NS000361

Bug. Sent to KSC for disposition. Assigning to self in interim. J. Seal

9/6/2006 4:11:08 PM NS000361

Status to pending while waiting on disposition. J. Seal

Case #7678

9/6/2006 1:20:14 PM NS000092

THIS EMAIL WAS RECEIVED FROM THE CUSTOMER

From: Gomez, Teresa (JSC-AH)
Sent: Wednesday, September 06, 2006 9:46 AM
To: NSSC-RemedyHelpDesk
Cc: Ross, Duane L. (JSC-AH); Lapradd, Linda (JSC-NSSC); Thebeau, Allison N. (JSC-AH)
Subject: RE: Nomination/Budget Issue

This caused a major mess up with an Org budget. The org initially submitted their awards without changing the Org Code from N/A, so they were able to submit awards even though they went over their Org budget because without an Org Code the funds came out of the Center Budget. The Center Awards Officer did edit the awards from the Status screen to change the Org Code from N/A to the correct code. However, because of the Edit Nomination issue and the budget (just submitted as an issue), the amounts for the awards were never subtracted from their budget so they were processed. Until this is fixed, we are going to have keep track of budgets manually.

Teresa Gomez
Astronaut Candidate and HR Programs Office
NASA Johnson Space Center
Mail Code AHX
Houston, TX 77058
281-483-9588
281-483-8626 (Fax)

From: Thebeau, Allison N. (JSC-AH)
Sent: Wednesday, September 06, 2006 9:24 AM
To: NSSC-RemedyHelpDesk
Cc: Gomez, Teresa (JSC-AH); Ross, Duane L. (JSC-AH); Lapradd, Linda (JSC-NSSC)
Subject: Nomination/Budget Issue

After submitting an award, the Org info returns to N?A (even for Org Awards Officers) and the budget defaults to the Center budget, leaving nominations open for withdrawal from Center fund - even at the Org level. They should not have authority to spend Center money, much less see the balance. Please fix immediately.

I ELEVATED THIS CASE TO L2.

9/6/2006 2:19:33 PM NS000323
This is a NAAS System issue. I'm therefore re-assigning this ticket to IT.

9/6/2006 4:09:26 PM NS000361
Bug. Sent to KSC for disposition. Assigning to self in the interim. J. Seal

9/6/2006 4:09:52 PM NS000361
Changing to pending status while waiting for disposition. J. Seal
